

**FYI**

***HOW TO NAVIGATE THE OJI SYSTEM***

**FROM**

***THE SHELBY COUNTY RISK MANAGEMENT***



**1075 Mullins Station Road**  
**Second Floor NorthWest**  
**Memphis, TN 38134**  
**Telephone 222-7671**  
**Fax 222-7670**

# Acknowledgment of Receipt of the Shelby County Government On-the-Job-Injury Policy

**Name**\_\_\_\_\_

**Department**\_\_\_\_\_

**Employee Number**\_\_\_\_\_

As an employee of Shelby County Government, I have been given a copy of the Shelby County Risk Management On-the-Job-Injury Policy and I understand that it is my responsibility to read the Policy thoroughly and to request additional information or clarification if I do not understand any of the information contained herein.

**Signed**\_\_\_\_\_

**Date**\_\_\_\_\_

**(This page is to be removed and returned to Shelby County Risk Management, 1075 Mullins Station, 2<sup>nd</sup> Floor Northwest, 38134)**

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White Copy – Risk Management Department  
Canary Copy – Department  
Pink Copy – Employee

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# Shelby County Risk Management



## *How to Navigate the OJI System*

### Introduction

This booklet has been prepared by The Shelby County Department of Risk Management to give you an ***at-a-glance-reference*** in order to help you successfully navigate the OJI process. Information contained in this booklet includes the *Process for Reporting an OJI*, the *new Shelby County OJI Policy*, a *Where to Go for Care Guide*, *Information on Exposures*, and much more.

The new OJI Policy was passed by the Shelby County Commission and signed off on by Mayor A C Wharton, Jr. on April 28, 2003. This new policy is the law regarding On-The-Job Injury in Shelby County. It was effective on the date that it was signed. ***You are responsible for information contained in this policy as of July 1, 2003. Be sure to read this policy in its entirety.***

We sincerely hope that this information will be helpful to you in the event of an on-the-job injury. Please take time and review this information because you **must** use this information in the future if you have an OJI. Please feel free to contact The Risk Management Department of Shelby County Government if you have any questions or concerns.

Please contact the following individuals for questions about **On-the-Job Injury**:

***Margie Burton*** – Sheriff Department; all other ancillary departments  
OJI Specialist  
901-222-7663

***Delois Graham*** –Headstart, Health Department; all other ancillary departments  
RN, Occupational Health Nurse  
901-222-7664

***Beverly Parish***, all other ancillary departments  
OJI Claim Coordinator  
901-222-7665

***Jacqueline A. Watkins*** – All other ancillary departments  
Senior OJI Specialist  
901-222-7668

For any Safety related issues, please contact the following individual:

***Don McKee***

901-222-7667

Shelby County Risk Management is located at:  
1075 Mullins Station Rd, 2<sup>nd</sup> Floor North West, 38134

The fax number for the Risk Management Department is **901-222-7670**

# **SHELBY COUNTY GOVERNMENT ON-THE-JOB INJURY POLICY**

## **STATEMENT OF PURPOSE**

Shelby County Government takes seriously its responsibility to employees who may have been injured or become ill as a result of the performance of job duties. The goals are to care for employees, to reduce such injuries/illnesses, and to return employees to their positions as wage-earners as soon as possible. The Shelby County Department of Risk Management is charged with carrying out its duties in a helpful, fair, and timely manner according to this policy.

This document is Shelby County Government's complete policy regarding On-the-Job Injuries and does not rely in any regard, either stated or unstated, on the Tennessee Workers Compensation Act. Shelby County has opted to remove itself completely from provisions of the Workers Compensation Act as allowed by that law.

This policy coordinates with other County policies including, but not limited to the following:

1. General Personnel Policy Number 314: Alcohol and/or Drugs in the Workplace
2. General Personnel Policy Number 315: AIDS and Other Communicable Diseases
3. General Personnel Policy Number 317: Alcohol & Drug Testing for Commercial Motor Vehicle Drivers
4. Rules and Regulations Policy Number 705: Dangerous Weapons
5. Policy Number 806: "Injury Leave"
6. General Personnel Policy Number 808: Temporary Disability Leave
7. General Personnel Policy Number 809: Family & Medical Leave
8. General Safety Policy 901: "Safety Policies"
9. Safety Policy Number 902: Exposure Control Plan for Communicable Diseases
10. Vehicle Use Policy
11. Violence in the Workplace Policy
12. Death Benefits Policy
13. Also see appropriate memoranda of understanding.

## **ELIGIBILITY**

All Shelby County employees, defined as individuals on the County payroll system who hold a position or office in the Classified Service or who hold an unclassified position pursuant to the Civil Service Act, who are legally authorized to perform the duties and responsibilities of an assigned position, are eligible for coverage under this policy.

Employees eligible to receive OJI benefits include all permanent, durational, and temporary employees, whether full-time or part-time. Volunteers and/or individuals who receive from Shelby County Government less than \$1,000 in annual earned income as defined by the United States Internal Revenue Code are not eligible to receive OJI benefits. Exceptions are Shelby County Sheriff Reserve Officers and Shelby County Sheriff Emergency Services Officers, who may receive medical treatment at County expense. Injuries claimed by such reserve and emergency reserve officers will be investigated by Risk Management to assist a physician in determining whether the injury is job related. Such officers must comply with all provisions of the Shelby County On-the-Job Injury Policy and all procedures of Risk Management, which may include but are not limited to use of doctors solely from the County's Panel of Physicians, second opinions, and subrogation.

## RESPONSIBILITIES

1. The responsibilities of the Shelby County Administration are:
  - A. Provide leadership in safety and loss control, and develop policies and procedures to educate employees in regards to safety, loss control, and injury prevention.
  - B. Develop policies and procedures to handle claims of employees who may have been injured in the course and scope of their employment. Investigate incidents as needed and manage claims as appropriate.
  - C. Provide the supplies, equipment, and tools necessary to promote safety and health in the workplace.
  - D. Provide general training for all employees and secure from each employee a signed statement to acknowledge receipt of this policy, as well as the employee's intention to practice safe work habits and to comply fully with safety rules and procedures and loss control efforts.
2. The responsibilities of Shelby County management and supervisory personnel (of all elected officials) are:
  - A. Provide leadership in safety and loss control, and insure that operations are performed with safety, health, and loss control, given top priority.
  - B. Insure that all employees are provided with the necessary training to allow them to perform their duties in a safe and healthful manner.
  - C. Encourage the formation of risk management committees and utilize them as a resource to address safety and health hazards at each work site and develop improvements in work processes or practices. Risk Management staff members are to be used as resources for information and to attend and participate in committee meetings.
  - D. Report immediately to the Risk Management Department any situation or incident in which an employee may have been injured at work, and complete the proper documentation in order that the Risk Management Department may investigate the incident and monitor the claim as appropriate.
  - E. Make employees aware of proper and safe escape routes from the worksite.
3. The responsibilities of Shelby County employees are:
  - A. Complete the appropriate training courses offered by the County.
  - B. Practice safe work habits and comply with applicable County policies and safety procedures and regulations. Make every effort to perform assigned duties without injury to any person or damage to equipment or property.
  - C. Report immediately to the supervisor any situation or incident in which the employee or any other person may have been injured or become ill because of an incident that occurs at work.
  - D. Immediately report unsafe conditions to the supervisor.
  - E. Cooperate fully with the staff of the Risk Management Department in its efforts to reduce the

chances of injury or loss and assist in any investigation of any incidents that do occur and manage any resulting claims.

## **ON-THE-JOB INJURY CLAIMS**

**Confidentiality of Medical Records:** The Department of Risk Management must receive employee authorization to review medical records if on-the-job injury benefits are to be approved. These records are not available for public access and are confidential between the employee, medical provider, case manager (if applicable), and Risk Management. Basic medical information that may affect an employee's ability to return to work will be made available to department management on a need-to-know basis only.

### **1. General Rules**

- A. Employees who suffer an injury, illness, or disease that arises out of and in the course of performing their assigned duties may qualify for on-the-job injury benefits, provided that they have complied with the OJI policy and procedures as described herein.
- B. Payments will not be allowed for injury or death, including but not limited to, the following:
  - (1) Use of illegal drugs and/or alcohol;
  - (2) Misconduct, including horseplay;
  - (3) Intentional self-inflicted injury;
  - (4) Failure or refusal to use safety devices and/or personal protective equipment, or failure to perform a duty required by law. Supervisor may be held accountable if an employee is not properly instructed regarding use of such equipment;
  - (5) Aggravation of an earlier on-the-job injury or illness while off duty;
  - (6) Injuries suffered while en route to and from work, except when such travel is in the performance of the employee's assigned job duties;
  - (7) Voluntary participation in physical fitness or recreational activities, whether during working hours or during off-duty hours. Payments for injury during physical fitness or recreational activities will be made only when such participation is required and approved by the department administrator, division director, and Risk Management;
  - (8) Treatment by a medical provider who has not been authorized by the Risk Management Department;
  - (9) Non-compliance with the treating physician's instructions, and/or lack of attendance at prescribed treatment or therapy sessions;
  - (10) Activities not directly related to the performance of job duties.
- C. Employees are required to cooperate fully with the treating physician, the staffs of the Risk Management Department and the County Attorney's Office, and with any consulting professionals retained by the County to assist with the investigation or management of any injury or accident claim. Failure to do so may result in termination of OJI benefits.
- D. The County, at its discretion, may require an evaluation from other physicians selected by the County (the expense of such evaluation will be borne by the County). Failure to cooperate in such evaluation may result in loss of OJI benefits.
- E. Employees injured on the job may be subject to alcohol and/or drug testing. If an employee is found to have been under the influence of alcohol and/or drugs, benefits will be denied under General Personnel Policy 314.
- F. The County will not accept responsibility for payment of any expenses incurred as a result of visits to a chiropractor. Furthermore, a statement from a chiropractor will not meet the



requirement of a physician evaluation to validate the injury or any absence from work because of the injury. In certain unusual situations, and with the approval of the manager Risk Management, the County may accept responsibility for payment of expenses incurred as a result of treatment by a nurse practitioner who is working under the direct supervision of a physician on the Risk Management panel.

- G. The policy of Shelby County Government is to subrogate any job injury claim in which a third party is responsible (such as an auto accident). This in no way affects the employee's right to proceed privately against someone, other than Shelby County, who was responsible for the injury. Before any job injury bills can be paid, the employee must sign a form allowing Shelby County to recover its expenses in full from the party responsible for the accident. If the employee refuses to sign the form, the County will not accept responsibility for paying any medical bills for the job injury and any time absent from work will not be authorized as OJI leave.
- H. Medical expense and salary continuation benefits shall terminate at such time as the attending physician or the licensed psychologist selected by an employee from the County panel determines that an employee has reached maximum medical improvement or the employee resigns, retires, or employment with Shelby County is otherwise terminated.
- I. On issues where County policy is silent, decisions as to proper action will be determined by the manager of the Department of Risk Management.
- J. Administrative and claims management procedures and provisions may change from time to time. If an employee has a validated OJI claim, the OJI staff will make every effort to assure that he/she is aware of employee rights and responsibilities and the appropriate policies and procedures. If the employee has any questions about the OJI procedure, he/she should ask the supervisor for additional information; the supervisor may refer the employee to Risk Management as needed.
- K. In some situations, the decision as to whether an employee's claim will be approved may not be possible until the OJI staff receives and reviews additional information from the employee, supervisors, coworkers or other witnesses, and/or the medical provider who performed the initial evaluation. In some cases it may also be necessary to request an employee's previous medical records.

## 2. **Reporting Procedures**

- A. Injury reports must be filed with the Department of Risk Management for any injury, regardless of how minor it may seem to be at the time.
- B. Injuries must be reported to an employee's immediate supervisor as soon as possible after the occurrence and no later than the end of the employee's shift. If the immediate supervisor is not available, report the injury to another supervisor/ manager. If a supervisor or manager is not available, write a report of the injury and have it signed by a fellow employee who witnessed the injury. Injuries not reported before the end of the employees shift shall not be approved for OJI claims unless overwhelming evidence exists that demonstrates the validity of the claim.
- C. Injury reports may be filled out by the supervisor or the employee, but must be signed by the supervisor. Injury reports must be filled out completely, including the names of any witnesses who have any information about the incident, as well as identifying the specific location

where the incident occurred. The supervisor is not the individual with the power to determine if the injury/illness is in fact an OJI. This is the responsibility of the Risk Management Department.

- D. Injury reports should be faxed to the Risk Management Department (379-7888) as soon as possible after the injury occurs. The original injury report should be sent to the Risk Management Department as quickly as possible through appropriate surface mail. It is the responsibility of each department to provide all relevant documentation during the course of an OJI case to Risk Management.
- E. Except in extraordinary circumstances, the injury report must be received by the OJI staff, and the claim must be reviewed and validated, before the County can accept responsibility for payment of any medical bills. Accurate, detailed, and timely reports will eliminate potential problems and reduce time necessary to handle the case.
- F. Risk Management must approve in-hospital or out-patient treatment or therapy prior to the procedure. This does not apply to emergencies.
- G. A follow-up form must be completed for each reported injury, including a list of each missed day, partial day, and modified-duty day, signed by the employee and the supervisor, and submitted to the Risk Management Department within 10 days. If medical attention is required for an OJI, the date of each medical visit and the name and address of the medical facility and/or attending physician must be specified on the follow-up form. A follow-up form must be completed after each medical visit and submitted to Risk Management.
- H. The Department of Risk Management cannot approve for OJI benefits any stress claim that does not arise out of a single traumatic incident. Workplace stress problems should be referred to the Employee Assistance Program.

### 3. **Seeking and Receiving Medical Attention**

- A. Employees who need emergency medical attention should go to a Baptist East Hospital except in the case of extreme emergency defined as the potential loss of life, limb, or the function of any part of the body, then the employee may go to the emergency room of his/her choice, or if the employee's Memorandum of Understanding states otherwise. In the case of a possible exposure to a blood borne pathogen such as HIV or hepatitis, or to chemicals, see B below.
- B. For a possible blood borne exposure injury during the working hours of 8 a.m. to 4:30 p.m., the employee must go to Employee Health at the Health Department, room 214, 814 Jefferson. After those hours, the employee must go to Baptist East. Please see the detailed protocol in existence at the time of injury. If these instructions are not followed, the claim will not be validated as an OJI. Not following these rules will put the employee's health at risk.
- C. Only one visit to the emergency room or to a minor medical facility will be covered, except in extraordinary circumstances, and the second visit must specifically be authorized in advance by the Risk Management Department. On-the-Job injuries are expected to be treated by authorized physicians by appointment. Second visits to the emergency room also may not be covered by group health as they are workplace injuries.
- D. If any injury requires medical attention, evaluation by a physician from the county's panel of "Medical Providers for On-the-Job Injuries" must be performed within seven (7) days of the

incident that caused the injury. The County may not accept responsibility for an injury claim if the initial medical treatment was performed more than seven (7) days after the incident that caused the injury.

- E. The County will pay approved costs for appropriate medical treatment as determined by the county's claim adjudication team from a provider on the panel of medical providers. The panel will be certified on an annual basis, so the employee should be sure to select from the panel that is not more than twelve (12) months old. If in doubt, the employee should contact the Risk Management Department for assistance. The physicians on the panel will be reviewed annually.
- F. Except in extraordinary circumstances, employees are expected to attend all scheduled medical appointments and therapy sessions at the appointed time. If unavoidable circumstances require the cancellation or rescheduling of any appointment, employees are expected to notify the medical office and the Risk Management Department as soon as possible. Future medical appointments and therapy sessions are to be scheduled without undue delay. Delays and missed appointments may result in denial of OJI benefits. The employee will have to pay any charge from the health care provider in such a case. If an employee does not attend scheduled appointments and the doctor charges for that time, Shelby County will not pay it.
- G. Once the employee has seen the physician he/she has selected from the panel of doctors for follow-up care, he/she cannot change physicians unless there is a referral from the original treating physician or the OJI staff has authorized a change. If the employee changes physicians without the proper approval, Shelby County will not be responsible for the bills from the new physician or any treatment he/she has recommended, nor will OJI leave be authorized for any absence from work. The authorized medical panel list is available from Risk Management.
- H. A medical release to return to work, which is provided by the health care professional, is required if an employee receives medical attention for an OJI. This release should specify the date the employee is able to return to work, the reason for treatment, and list any physical limitations in the performance of job duties. The original return to work form must be submitted to the Risk Management Department for validation. Shelby County Government has no permanent light duty positions.
- I. The County may assign a case manager, either employed by the County or from an outside case management service provider, to monitor a case and to determine whether proper treatment is being received and to assure that the employee is progressing and complying with the plan of treatment. The case manager will be allowed to attend physician's appointments, therapy sessions, review all medical records and to confer with service providers and management and co-workers in reference to the injury/illness claimed as an OJI. Case managers or other assigned professionals will not be allowed to sit in a therapy session between a psychologist/psychiatrist and the employee.
- J. Once an employee has been designated as having reached maximum medical improvement on an OJI, he/she must receive approval from Risk Management for another visit to the health care provider.
- K. If a deputy sheriff or a firefighter makes application for benefits under the Tennessee Heart and Lung Act (T.C.A. 7-51-201) he or she will be examined by two doctors, and their findings will be examined by a third. The majority of these physicians must find that the

medical condition involving heart, hypertension, or lungs has been directly caused by the employee's job or benefits will be not be paid.

4. **Medical Expenses**

- A. If an employee has to pay for treatment of an OJI (medicine, doctor visit); he/she must provide the original receipt to the Risk Management Department in order to be reimbursed. Such reimbursement will be available only when an employee has been treated by an authorized physician or facility.
- B. Shelby County will be responsible for medical bills for the treatment of a validated job injury as long as the charges are approved by the County's claim payment administrator.
- C. Rental or purchase of durable medical equipment such as a TENS unit, wheelchair, hospital bed, special braces or splints, must be approved by the OJI staff after discussion with the health care provider and case manager, if applicable, before the item is ordered. A prescription from the treating physician is required. The OJI staff may arrange to rent or purchase the item from some place other than that suggested by the physician. If the employee orders such an item without the proper approval, Shelby County will not be responsible for the bills.
- D. Shelby County will not be liable for medical payments for any job injury claim subsequent to a physician determining that the employee has reached maximum medical improvement, to retirement, or to any other termination of employment. Benefits payable under T.C.A. 7-51-201 will be determined by the provisions of that statute.

5. **Salary Continuation**

- A. At a point to be determined by Risk Management and not to exceed 11 months, the employee must do one of the following: return to prior position, go off the payroll, apply for disability retirement, or obtain another job within Shelby County Government. Employees disabled because of bodily injury or illness that arises out of and in the course of performing their assigned duties and approved by the Risk Management Department as an OJI may qualify for as many as six (6) months of injury leave with full salary, provided they have complied with Shelby County OJI Policy and procedures as contained herein. If the employee remains off work on an OJI more than six (6) months, pay will be reduced to 60 percent of base pay. After six (6) months of OJI leave, an employee must submit an application for disability leave. This application will not interfere with OJI benefits. Long-Term-Disability benefits would only take effect after eleven (11) months of OJI leave. The six (6) months includes every day taken off as a result of an injury.
- B. Employees should consult with the doctor, her or his manager, or Human Resources about working in a modified job until the employee is able to return to the regular position. The County will require an employee to return temporarily to an available job of any nature that has been approved by the attending physician/physician from the panel. Failure to return to such a job will result in termination of OJI benefits. The duration of modified duty assignments may be limited by staffing or other considerations.
- C. The County will require a doctor's statement if an employee must be absent from work because of a job-related injury. Each period or day of disability must be covered by a doctor's statement. If the employee fails to provide an acceptable statement, injury leave for any absence from work will not be approved. The original doctor's statement must be provided to

the Risk Management Department.

- D. Employees who have been returned to work but need to attend a medical appointment will be paid OJI leave for a maximum of three (3) hours on the day of the appointment, unless additional time is authorized by the employees department management because of staffing considerations or by the OJI staff because of the nature of the medical procedure being done. Under such extraordinary circumstance, a full day may be approved. Employees who are to see a doctor or therapist must report to work first unless it is an early morning appointment and return to work following the appointment, unless the doctor orders otherwise. In some instances, an appointment may be necessary on an employee's day off. This does not qualify as overtime.
- E. Leave benefits shall terminate at such time as the attending physician or the physician selected by the County determines that an employee is medically able to return to work, except when such time extends beyond the limits of paragraph 5 A.
- F. The County may use surveillance if there is reason to believe that an employee is not complying with this policy while receiving OJI benefits.
- G. Employees who have been authorized to have secondary employment and believe they are able to perform that employment away from the County while on OJI leave must receive permission from the Department of Risk Management. Failure to receive such permission will cause OJI benefits to be terminated immediately and may require the repayment to the County of any payments made while the employee performed such work.

**6. Supplementation of Benefits with Sick Leave**

An employee may supplement his OJI benefits by utilizing any accrued sick leave. Specifically, when an employee's pay has been reduced to 60 percent of base pay under the OJI policy, the employee may utilize one entire accrued sick-leave day and increase his OJI payment to 100 percent of base pay. If an employee decides to make up the 40 percent difference to add to the 60 percent, he/she must use a full sick day. In no event, shall an employee be paid more than 100 percent base pay. An employee must use such sick leave up to twelve (12) months. After eleven (11) months, however, the next month must be used to fulfill the requirements of Provision A, above. Once an employee has utilized all accrued sick leave, he or she will no longer be entitled to this supplement.

**7. Long Term Disability**

Employees may apply for Long-Term-Disability insurance through Shelby County's provider in addition to receiving OJI benefits. However the terms and conditions of the Long-Term-Disability policy shall take precedence over any provisions of this OJI policy.

The County cannot obtain a long term disability for Shelby County Sheriff Reserve Officers and Shelby County Sheriff Emergency Service Officers who are covered by this policy. Therefore, in the event that either of these class of officers sustains an OJI with long term disability, Shelby County Risk Management shall submit to the Board of County Commissioners a proposal for long term disability benefits to be paid from the general fund for as long as the individual remains disabled as defined in the long term disability policy then in force and effect. In no event shall the benefits paid to such officer exceed benefits payable under the long term disability policy to a full time or part time county employee who is similarly situated.

8. **Death Benefit**

The principal survivor of an employee who dies in the line of duty, or the estate of an employee if there is no principal survivor, will receive funeral expenses of \$8,000. The principal survivor will receive a death benefit equal to five times the employee's salary rounded up to the next thousand dollars, not to exceed \$350,000. If the decedent leaves a minor child (or children), 18 years or younger, one third (1/3) of the death benefit will be designated toward support of the child or children.

If a surviving spouse and/or other dependent(s) receives from the county an amount of money for damages as set by a court or a legal settlement because of the death of an employee, the corresponding amount shall be deducted from the county death benefit, or should said judgment or settlement exceed the county death benefit, the county will receive full credit for all monies paid under this policy.

9. **Close out of Claims**

The OJI specialist who has been working with a claim will close out that file if there has been no activity for the preceding three-month period.

10. **Appeal Process**

If a request for OJI benefits has been denied by the OJI specialist, the employee may appeal that decision in writing to the Deputy Administrator of Human Resources, within 10 regular County business days of the denial. If the employee wishes to appeal the decision of the Deputy Administrator, an appeal in writing must be sent to the Assistant CAO of Shelby County within 10 days of the Deputy Administrator's decision. The Assistant CAO is the final administrative step of the appeals process.

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# Shelby County On-the-Job Injury (OJI) Procedures

**Failure to follow procedures may result in denial of claim.**

1. Any injury, no matter how minor, must be reported to a supervisor **before the employee involved leaves the work shift.**
2. An Injury/Accident/Illness Report must be completed and **faxed to Risk Management immediately at 901-222-7670.** The original report must be sent to the Risk Management Office, 1075 Mullins Station Road, Second Floor-Northwest Wing, Memphis, TN 38134.
3. A medical doctor must be seen within **7 days** of the event believed to have caused the injury.
4. An appropriate doctor's statement must be submitted for **any absence from work** for which OJI leave is sought. **Backdated** statements are not acceptable. The original doctor's statement must be turned in to the supervisor as soon as possible and forwarded to Risk Management.
5. Modified (light) duty work is available in most cases; check with management in your department.
6. **Visits to Chiropractors and Nurse Practitioners are not covered under the Shelby County OJI Plan.**
7. To avoid out-of-pocket expenses, employees must choose a medical practitioner or hospital on the Shelby County Referral List of Providers.
8. **ONLY USE THE MED IN EXTREME, LIFE- OR LIMB-THREATENING TRAUMAS.**
9. Employees should have the doctor's office call Risk Management at **901-222-7671** if an in-patient admission is needed.
10. For all diagnostic procedures, have your provider ask for the OJI Specialist who handles your department.

## SEEKING ASSISTANCE:

When an employee needs treatment from a Specialist the OJI Specialists in the Department of Risk Management will provide resource information. The OJI Specialists will act as liaison between the employee, doctor, and department, to assist the employee in getting well and returning to normal activities as quickly as possible. The Risk Management staff can be reached from 8:00 a.m. to 4:30 p.m. Call your OJI specialist for you department.

**FYI**

## ***HOW TO NAVIGATE THE OJI SYSTEM***

### ***FROM THE SHELBY COUNTY***

#### ***HOW TO NAVIGATE THE OJI SYSTEM*** ***RISK MANAGEMENT DEPARTMENT***

#### **HOW TO REPORT A WORK RELATED INJURY**

- Report the injury to a supervisor, before the end of the work shift on the day of the event.
- Complete a Risk Management Injury /Accident/Illness report
- Follow-up with a doctor's visit within 7 days
- You must have a doctor's statement for every day off
- Chiropractors and nurse practitioners are not eligible providers

#### **HOW TO RECEIVE MEDICAL ATTENTION FOR YOUR WORK RELATED INJURY**

- Call the Risk Management Department for assistance in receiving care. Our telephone number is 901-222-7671.
- A list of approved Medical Care Facilities enclosed in this brochure

#### **WHAT TO DO TO RECEIVE CARE FOR AN EXPOSURE TO BLOODBORNE PATHOGENS.**

- Follow the Post Exposure Protocol



## **WHAT TO DO IF EXPOSED TO CHEMICALS OR OTHER AIR POLLUTANTS**

- Follow the Protocol for Inhaled Fumes and Chemical exposure

## **HOW AND WHERE TO GET YOUR MEDICATIONS**

- Take your prescription to any Pharmacy and tell the pharmacy that you have a worker's comp prescription for Shelby County and then give them the information requested. Ask them to call Risk Management for verification 901-222-7671.

**WHEN IN DOUBT PLEASE CALL US AT RISK MANAGEMENT. WE ARE ALWAYS READY TO ASSIST YOU WITH YOUR CARE.**

**OFFICE HOURS ARE 8 A.M. TO 4:30 P.M. MONDAY THROUGH FRIDAY.**

# WHERE TO GO FOR MEDICAL CARE WHEN INJURED ON THE JOB

## HOSPITALS TO USE

**BAPTIST MEMORIAL EAST HOSPITAL  
6019 WALNUT GROVE RD.  
Memphis, TN 38120**

**REGIONAL MEDICAL CENTER  
TRAUMA CENTER ONLY  
FOR LIFE-THREATENING TRAUMAS ONLY  
OR THE NEAREST HOSPITAL.**

### **BAPTIST MINOR MEDICAL CENTERS**

**Baptist Minor Medical  
3295 Poplar Ave at Holmes**

**Baptist Minor Medical – Bartlett  
6570 Stage Road Suite 120**

**Baptist Minor Medical – Cordova  
584 Germantown Parkway, Suite 101**

**MED WORKS  
Dr. Daniel Schas  
4539 Winchester, Suite 1  
Memphis, TN 38118  
901-565-9898**

## **CONCENTRA**

### **Southeast**

**3965 S. Mendenhall Road**

**Building G, Ste. 6**

**Memphis, TN 38115**

**\*Located in the East Pointe Center**

**(901) 365-1800**

**Fax: (901) 365-1862**

### **Airport**

**2831 Airways Blvd. Ste 102A**

**Memphis, TN 38132**

**(901) 348-0200**

**Fax: (901) 348-0046**

**Hours: 8:00 a.m. – 6:00 p.m., M-F**

### **Presidents Island**

**1005 Harbor Avenue**

**Memphis, TN 38113**

**(901) 946-1636**

**Fax: (901) 774-1268**

**Hours: 8:00 a.m. – 5:00 p.m., M-F**

**FOLLOW PROCEDURES FOR BLOOD BORNE PATHOGEN EXPOSURES.**

**FOLLOW PROCEDURES FOR ALL CHEMICAL AND INHALATION EXPOSURES.**



## ATTENTION EMPLOYEES

### IMPORTANT PROCEDURE !!!!

Employee Health Services has a plan to provide medication for employees who may have been exposed to HIV infection while performing job duties. This plan is called [Post-Exposure Prophylaxis For HIV \(PEP-HIV\)](#). In order to have the greatest chance of being effective the medication must be started as soon as possible after exposure, preferably **within one (1) to two (2) hours after the possible exposure.**

If you are at work and have a possible exposure to blood, body fluids containing visible blood, contact with mucous membranes, **receive a human bite**, or an area of broken skin is exposed to blood, you **must** do the following.

1. Follow cleaning and disinfecting procedures as outlined by County policy and your departmental rules.
2. Report the incident/injury to your supervisor as soon as possible and **COMPLETE the Injury/ Accident/ Illness Report, most definitely before you leave for care.**
3. During regular business hours, call Employee Health Services at 901-222-9166 for instructions and evaluation.
4. **After regular business hours, report immediately to [BAPTIST MEMORIAL Emergency Room](#). Be sure to tell them that you are a Shelby County employee and you have had a possible HIV exposure on the job.**
5. Call Employee Health Service the **Next** business day for follow-up care, 901-222-9166, if seen after regular business hours at Baptist East ER.

This medication therapy will not be available to you anywhere else except through Employee Health Services and Baptist Memorial Emergency Room. There are procedures in place to make sure that you get the treatment you need and the bills will be sent to the Shelby County Risk Management Department. *Shelby County will not pay for PEP-HIV treatment unless you follow the procedures described above.*

## Inhaled Fumes

In order to provide the most-appropriate medical care for all chemical exposures, we have determined that employees who complain of chemical exposure symptoms should be evaluated and treated by a physician who specializes in occupational medicine. These specialists have extensive knowledge of chemicals and the injuries caused by a chemical exposure and can provide the best-care possible for our employees.

Attached is an updated list of occupational medicine specialists who are equipped to provide this service for Shelby County. Any employee who complains of a chemical injury or exposure, which they believe requires medical attention, should be sent to one of these physicians. Please notify our office of the incident immediately.

As you are probably aware, we are required by federal law to maintain a copy of the Material Safety Data Sheet (MSDS) for each chemical used in the workplace. **THE MSDS SHOULD BE SENT TO THE DOCTOR WITH THE EMPLOYEE.**

During regular business hours, employees should **NOT** be sent to an emergency room **unless** it is a **bonafide life-threatening emergency**. **Exposures that are not life threatening should be sent for immediate evaluation to one of the occupational health clinics listed on the attachment.**

After regular business hours, employees who need **immediate medical attention** because of a chemical exposure should be sent to the emergency room at **Baptist** hospital.

Shelby County will **NOT** be responsible for paying bills from the employee's personal physician or for utilization of medical services other than those listed.

Please make sure that your supervisors know the proper procedure for handling a chemical incident.

The normal, proper On-the-Job Injury reporting procedure must be used.

If you have questions or problems or if we can provide other assistance, please call our office at **901-222-7671**.

**Referral List of Occupational Medicine Physicians  
For  
Chemical and /or Fume Exposures**

**MED WORKS  
Dr. Daniel Schas  
4539 Winchester, Suite 1  
Memphis, TN 38118  
901-565-9898**

The Material Safety Data Sheet (MSDS) should go to the doctor with the employee.

During regular business hours, employees should **NOT** be sent to an emergency room unless it is a **True LIFE-THREATENING EMERGENCY**. **All none life-threatening exposures should be evaluated at one of the clinics listed above.**

After regular business hours, employees who need **IMMEDIATE MEDICAL ATTENTION SHOULD BE SENT TO THE EMERGENCY ROOM AT BAPTIST EAST HOSPITAL.**

Shelby County will **NOT** be responsible for paying bills from the employee's personal physician, or for utilization of medical services other than those listed above.

## PERSONS EXPOSED TO AN ENVELOPE OR PACKAGE THAT MAY CONTAIN ANTHRAX

### A DIRECTIVE FROM THE SHELBY COUNTY HEALTH DEPARTMENT

1. Risk from handling an envelope or package that is possibly contaminated with *B. anthracis* (**Anthrax**) is low, but it is important to minimize possible exposure:
  - a) wear gloves
  - b) avoid rough handling that might make the bacteria airborne
  - c) wash immediately with soap and water if there is direct skin contact.
2. There is generally no need for full decontamination (stripping and showering at the scene); simply washing hands and putting clothes in a washing machine with hot water should be sufficient.
3. CDC directive; "In most circumstances, the decision to initiate prophylaxis can be delayed until the presence or absence of *Bacillus anthracis* (**Anthrax**) is determined." That is, delay use of antibiotics until confirmation is obtained.

Please complete an OJI report and fax to the Risk Management Office.  
Call 901-222-7671 for assistance in obtaining follow up care.

# The Risk Management Team

What does the Risk Management Department do?

Who works there?

The Risk Management Department is responsible for general safety, loss control, on-the-job injuries, tort, general liability claims, and property and casualty insurance for all of Shelby County Government. This includes approximately **6500 employees**, 1000 vehicles, and 151 buildings.

Some of the tasks performed by the staff include: managing job injury claims. Investigation of claims of all types, conducting safety inspections of buildings, vehicles, and procedures, identifying, analyzing, and correcting safety problems, payment of OJI bills, random drug screen for CDL drivers, dispensing safety equipment and teaching employees how to use it. Whew!

The following employees currently staff the Risk Management Department.

Jacqueline A. Watkins, Lead OJI Specialist  
Margie Burton, Job Injury Specialist  
Delois D. Graham, R.N., Occupational Health Nurse  
Beverly Parish, OJI Claim Coordinator  
Don McKee, Safety Specialist



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